From:	Tucker-Potter, Stacy
To:	Rellen Hayes
Subject:	RE: Schedule
Date:	Thursday, September 05, 2019 2:29:00 PM
Attachments:	image003.png

We've had people who are concerned it does not look legitimate, people who are angry that the impetus is on them to call, people who are not happy that their information would be shared without their knowledge/consent and one person who was upset that we didn't go through a Missouri company. We haven't had as much feedback on the PCI call itself except a couple who have said the sales pitch was pushy and that the person they spoke to was hard to hear. There has also been confusion that the purchase of the directory was financially benefitting the University.

Stacy Tucker-Potter ('02)
Director of Engagement
(660) 785-7432

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From: Rellen Hayes [mailto:rhayes@publishingconcepts.com]
Sent: Thursday, September 05, 2019 1:29 PM
To: Tucker-Potter, Stacy
Subject: RE: Schedule

Hi Stacy,

Let me get with our Marketing team and put a schedule together for you. What types of comments are you getting from alumni? Keep in mind that we record all update calls with alumni and can pull the calls for review if someone is unhappy with their PCI experience.

Best,

Rellen

Rellen Hayes
Publishing Concepts | Project Manager
Proud PCI Associate since 2014

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Back-to-Back Winner! For two years in a row PCI has been named the "#1 Best Place to Work" in the state of Texas (The Texas Association of Business and the publishers of *Texas Monthly*) and in Dallas-Fort Worth (*Dallas Morning News*). Research shows that a highly engaged workforce drives higher overall client satisfaction.

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From: Tucker-Potter, Stacy <stuckerpotter@truman.edu>
Sent: Thursday, September 5, 2019 1:09 PM
To: Rellen Hayes <rhayes@publishingconcepts.com>
Subject: Schedule

I need a detailed schedule of what communication will be going out from PCI when. We have received a lot of backlash over the phone and through email, and we are trying to anticipate and reduce the impact to our calling efforts.

Stacy Tucker-Potter ('02)
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